

Cultural Competency

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Culture

The Sum of all lived experiences:
What we know
Who we are
How we do things

An extra somatic (outside of our human body)
means of adaptation.



Culture can be
based on:

- Shared Characteristics (exercise we do)
- Geographical/regional residency
- Stage in Life (e.g. youth cultures)
- Social Class/socioeconomic status
- Sexual Orientation
- Relationship Status
- Gender
- Religious Beliefs
- Nationality



Culture

Customs
Ways of thinking

It influences

Patterns of Communication
Behavior

It is the foundation of

Beliefs
Value systems



Health Services are
Cultural Constructs

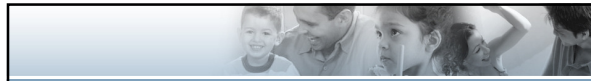
- Clients come to health care services with their own culturally-based beliefs about disease and the body
- Physicians/clinics/hospitals/CBOs are part of a cultural group that has its own beliefs, practices, customs and rituals.



Influences of Culture in
Health Care Services

- The definition of health and illness.
- Information is circulated/ viewed by providers and clients.
- How rights and protections are exercised.
- How symptoms are expressed and who provides treatment and diagnosis.
- Who decides what treatment will be given.






Gaps in health care can put consumers of these services at risk for

- Poor quality care
- Dissatisfaction with their care
- Negative health consequences

Problems in verbal and non-verbal communication may also lead to


- Poor comprehension
- Low adherence to recommendations and/or treatment
- Decreased quality of care



Cultural Competency


The ability to respond respectfully and effectively to people of all cultures in a way that affirms and values cultural differences and protects/preserves the dignity of each individual.

Seattle King County Department of Public Health, 1994.



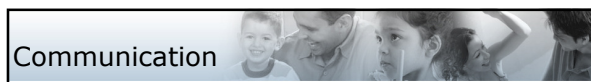
Levels of Competence

- Unconscious incompetence - provider is not aware that cultural differences exist
- Conscious incompetence - provider still do not understand another's culture, but is aware of this lack of understanding and that differences so exist
- Consciously competent - provider becomes knowledgeable about cultural differences but still in the process of learning
- Unconsciously competent - providers knowledge of cultural differences now is appropriately incorporated in one's behavior and interaction with a client of different culture




Cultural Responsiveness

- A set of skills and behaviors to work effectively in both eliciting and delivering responses for delivery of care in a cross cultural situation.
- The capacity to respond when one is able and when necessary and acknowledge when and where it is appropriate.



Communication

- Linguistic variations within a cultural group (Region, ethnic group, social class, occupation, and many other factors)
- Cultural variations within a language group (Regional differences in cultures, social class differences, religious differences, or differences based on sexual orientation, etc.
- Variations in literacy levels in all language groups



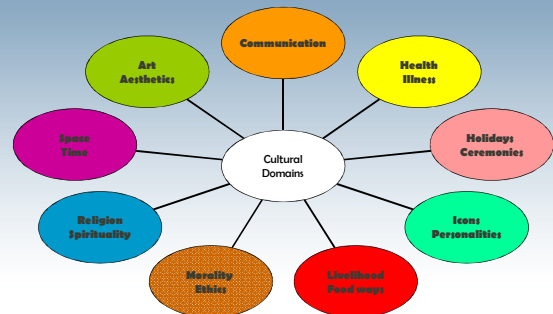
Cultural Humility

- Skills and behaviors that are tooled and renewed in a commitment for lifelong learning.
- Unconditional acceptance of client as expert in own culture to serve as tutor or teacher for provider to improve communication.

Cultural Sensitivity

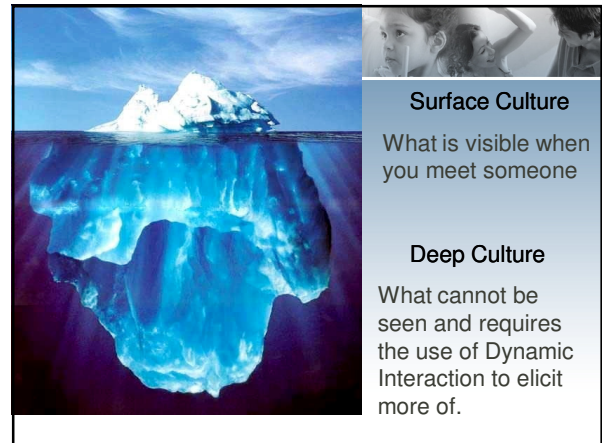
- Conduct in which a person recognizes the existence of both shared commonalities and differences for improved communication.
- Requires skills in observations, sensibility to behavior and speech.
- Involves willingness to observe local codes and rules of behavior.

Cultural Domains



Surface Culture and Deep Culture

- Some aspects of a culture are visible and others are hidden.
- surface culture may be tangible and recognizable of a group.
- Deep Culture may remain hidden but may rise to the surface in emotions and performing behavior.
- There is a shifting evolution of culture generated by social process influenced by movement.
- Culture may move and have multiple processes, hybridization, renewal and loss.



Elements of Surface Culture

- Food - food and culinary contributions
- Holidays - patriotic holidays, religious observances, and personal rites and celebrations
- Arts - traditional and contemporary music, visual and performing arts, and drama
- Folklore - folk tales, legends, and oral history
- History - historical and humanitarian contributions, and social and political movements
- Personalities - historical, contemporary, and local figures

QUESTIONS?

A presentation slide with a light blue background. At the top, there is a horizontal strip showing a black and white photo of several children. Below this strip, the text "Contact Information" is written in a bold, black, sans-serif font. Underneath, a bulleted list contains the following text:

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